



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

El Paso Telephone Company, The
Fairpoint Communications / The El Paso Telephone Company
for quarter ending June 30, 2007

| Performance Data | April | May | June | Quarterly Average |
|--|---------|---------|---------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 3.18 | 3.20 | 3.96 | 3.45 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 4.31 | 5.70 | 7.14 | 5.72 |
| C. Repair Office Answer Time [730.510(b)(1)] | 15.00 | 11.00 | 7.00 | 11.00 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 59.00 | 41.00 | 29.00 | 43.00 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 2.28 | 2.34 | 1.17 | 1.93 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 3.45% | 3.77% | 2.70% | 3.38% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments



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